

First Quarter, Program Year 2020 July 30, 2020

Board Meeting

Lancaster County Health Department, Lower Level Room
212/213/214, 3131 O Street, Lincoln, NE, 68510 or via Zoom:
<https://lincolnne.zoom.us/j/6899253335>

ACCOMMODATION NOTICE

The Workforce Innovation and Opportunity Act is an equal opportunity program and auxiliary aids and services are available upon request to individuals with disabilities. The City of Lincoln complies with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973 guidelines. Ensuring the public's access to and participation in public meetings is a priority for the City of Lincoln. In the event you are in need of a reasonable accommodation or access to language services in order to attend or participate, please contact the Director of Equity and Diversity, Lincoln Commission on Human Rights at 402-441-7624 as soon as possible before the scheduled meeting in order to make your request.

City of Lincoln / Greater Lincoln Workforce Development Board
555 S 10th Street, Room 301
Lincoln, NE 68508

Dylan Wren
Workforce Administrator
402-432-2077
dwren@lincoln.ne.gov

PRINTED 7-24-2020

BOARD MEMBERS

Business Representatives

Tim Bornemeier

Fiserv
Chairperson; Executive Committee,
Chairperson

Carol Swigart

Hillaero Modification Center
Vice Chairperson; American Job
Center Relocation Committee,
Chairperson; Executive Committee
member

Julie Panko Haberman

Lincoln Electric System
Secretary; American Job Center
Certification Committee, Chairperson;
Executive Committee member

Ashley Krajewski

Fiserv
Strategic Initiatives Committee,
Chairperson; Executive Committee
member

Rod Armstrong

AIM
Compliance and Accountability
Committee, Chairperson; Executive
Committee member

Jane Goertzen

Crete Carrier Corporation
Executive Committee member

Leon Holloway

Duncan Aviation

Sherla Post

Cornhusker Bank

Randy Sterns

IBM
Executive Committee member

Jessica Greenwald

INSPRO

Melissa Carpenter

Bryan Health

Diane Temme Stinton

TMCO, Inc.

Sue White

SourceOne, Inc.

Education Representative

Dr. Paul Illich

Southeast Community College

Government or Economic or Community Development Representatives

Travis Beck

Nebraska Department of Labor

Jessica Bergmann

Nebraska Vocational Rehabilitation

Pat Haverty

Lincoln Chamber of Commerce

Connie Daly

Nebraska Commission for the Blind
and Visually Impaired

Workforce Representatives

Steven Jones

Lincoln Central Labor Union

Chris Callihan

IBEW Lincoln Union #265

Ron Kaminski

Laborers International Union of North
America #1140

Joanne Pickrel

Goodwill Industries

Matt Scott

North Central States Regional Council
of Carpenters

Vi See

Community Action Partnership of
Lancaster and Saunders Counties

STAFF

Dylan Wren

Workforce Administrator

Andy Huls

One Stop Operator

Terry Eklund

Project Director

Tom Lannin

Fiscal Agent

Margaret Blatchford

City Attorney's Office

Shirley Carlson

Compliance Coordinator

Alyssa Martin

Mayor's Office

Cherisa Price-Wells

Regional Director

Agenda

July 30, 2020

Lancaster County Health Department, Lower Level Room 212/213/214, 3131 O Street,
Lincoln, NE, 68510 or via Zoom: <https://lincolnne.zoom.us/j/6899253335>

Tim Bornemeier, Chair
Leirion Gaylor Baird, Mayor

- | | |
|---|--------------------------------|
| 1. Call to Order | Tim Bornemeier |
| 2. Roll Call | Julie Panko Haberman |
| 3. Notice of Publication/ Open Meetings Act (page 4) | Julie Panko Haberman |
| 4. Approval of Minutes* (page 7) | Tim Bornemeier |
| 5. Board Vacancies (page 7) | Tim Bornemeier |
| 6. Operations Update (page 7) | Andy Huls /Terry Eklund |
| 7. New Chairperson - Strategic Initiatives Committee* (page 19) | Tim Bornemeier |
| 8. Vision initiatives* (page 19) | Dylan Wren |
| 9. Effectiveness and Continuous Improvement* (page 21) | Travis Beck |
| 10. Website Redesign* (page 23) | Connie Daly |
| 11. Monitoring Review* (page 24) | Shirley Carlson/ Rod Armstrong |
| 12. Corrective Action Plan* (page 27) | Shirley Carlson/ Rod Armstrong |
| 13. Service Provider Contracts* (page 29) | Dylan Wren |
| 14. Funding Agreements* (page 34) | Dylan Wren |
| 15. American Job Center Relocation* (page 35) | Carol Swigart |
| 16. Public Comment | Tim Bornemeier |
| 17. Upcoming Meetings | Tim Bornemeier |
| 18. Adjournment | Tim Bornemeier |

* voting by roll call required

Notice of Publication/ Open Meetings Act

Published July 18, 2020

The Greater Lincoln Workforce Development Board will meet on Thursday, July 30, 2020 at 8:30 a.m. at the Lancaster County Health Department, Lower Level Room 212/213/214, 3131 O Street, Lincoln, NE, 68510. The agenda will be kept continually current and is available for public inspection at the principal office at 555 South 10th Street, Suite 361, Lincoln, Nebraska. Agenda items will include operations report, request for proposals for website redesign and secret shopper program, relocation of the American Job Center, funding agreements, service provider contracts, budget review, and monitoring review/corrective action plan.

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Approval of Minutes*

GREATER LINCOLN WORKFORCE DEVELOPMENT BOARD WORKFORCE BOARD MEETING

June 9, 2020 at 11:00 a.m.

**City Council Chambers, 555 S. 10th Street, Lincoln, NE
Room 101**

Committee members present: Travis Beck, Tim Bornemeier, Chris Callahan, Jane Goertzen, Jessica Greenwald, Leon Holloway, Julie Panko Haberman, Sherla Post, Randy Sterns, Carol Swigart, and Diane Temme Stinton; present virtually Rod Armstrong, Jessica Bergman, Connie Daly, and Matt Scott.

Members absent: Melissa Carpenter, Debra Cremeens-Risinger, Pat Haverty, Paul Illich, Steve Jones, Ron Kaminski, Ashley Krajewski, Joanne Pickrel, Vi See, and Sue White

Board Consultants:

Gary Targoff, present virtually

Shirley Carlson, present virtually

City of Lincoln Staff:

Dylan Wren, Mayor's Office

Margaret Blatchford, Law

Thomas Lannin, Finance

ResCare Workforce Services Staff:

Andy Huls

Cherisa Price-Wells

Terry Eklund

Others:

Bryan Seck, LPED present virtually

Christina Thaut, SCC, present virtually

The meeting was called to order at 11:02 a.m. by Tim Bornemeier, Chairperson who announced that the meeting was being conducted in accordance with the Nebraska Open Meetings Act. A copy of the Act was available in the meeting room. Notice of this meeting was published in the Lincoln Journal Star on May 30, 2020 and was posted on the City of Lincoln's website and on the Board's webpage.

Attendance was taken by roll call; eleven of the twenty-five members of the Board were present (Beck, Bornemeier, Callahan, Goertzen, Greenwald, Holloway, Panko Haberman, Post, Sterns, Swigart, and Temme Stinton) which did not constitute a quorum. Rod Armstrong, Jessica Bergman, Connie Daly, and Matt Scott joined the meeting virtually. Melissa Carpenter, Debra Cremeens-Risinger, Pat Haverty, Paul Illich, Steve Jones, Ron Kaminski, Ashley Krajewski, Joanne Pickrel, Vi See, and Sue White were absent.

Update

Tim Bornemeier reported that Debra Cremeens-Risinger has accepted a new position as Director for the Missouri State Office of Apprenticeship in St. Louis. She will be relinquishing her seat on this Board. The Board will recruit to fill that seat. Dylan Wren was introduced as the new Workforce Administrator for the Board.

Update on the Greater Lincoln American Job Center (AJC)

Andy Huls, One-Stop Operator, reported that the number of members being served has stayed consistent since June 2019 and is steady despite the pandemic. There has been an increase of unemployment assistance in the last few months. Because staff has remained working in office, they have been able to accommodate those increased demands. The pandemic safety procedures have slowed the process and increased some wait times at the AJC. They have served less of the re-entry population in recent months due to pandemic safety requirements keeping them from being able to come to the AJC. Huls reported that the pandemic has primarily impacted the Center by increasing the number of unemployment claims and the overall number of phone calls that they receive. The Center is doing their best to answer those calls and assist within the scope of their knowledge. AJC is also seeing an increase in traffic to use the unemployment hotline phone. They have requested an additional line due to the demand. Department of Labor (DOL) is the only workforce partner that continues to work in-office. AJC is receiving current and updated information on a regular basis and are updating those job postings daily. The Center has increased media visibility, highlighting training programs and various hiring needs. A drive through career fair in March was a huge success. They planned for 500 visitors and ran out of materials at that event. They have another similar event planned for July. Approximately 25% of clients are from the 68502 zip code area. Areas of improvement feedback include a need for computer literacy skills and a need to connect clients with partner programs. AJC has been working to correct some of these needs.

Members asked clarifying questions relating to the job fair and projections related to future unemployment needs; staff provided additional information.

Update on Title 1B Programs

Terry Eklund, Project Director for the Adult, Dislocated Worker, and Youth Programs, reported that there are 90 active caseloads in the Youth Program; 30 of those are in follow-up. Last month they met the enrollment goals in Saunders County and expect to meet the annual enrollment goals as well. There are total 109 enrollments with a goal of 150 through the month of May. They do not expect to meet the goal of 150 because it has been difficult to reach the youth population with schools out of session due to the pandemic. Every month since January they have either stayed steady or increased enrollments, with an overall increase in enrollments.

Adult Programs has 93 current active caseloads; 30 of those are in follow-up. They have exceeded the Saunders County enrollment goal of 4 adults, with enrolling 5 into Adult Programs this year. The overall goal has been exceeded as well with 115 enrollments and a goal of 105. They are continuing to provide weekly virtual orientation sessions.

Dislocated Workers (DLW) has 36 active caseloads; 15 of those are in follow-up. They do not expect to meet the enrollment goals in Saunders County because they said there is not a need in that area. They anticipate increases in the future.

Third quarter performance measures: DLW – met all measures at the 90% level; Adults Programs– met all measures except 1; Employment Rate Q4; Youth Programs – met all but 2 areas; credential rate and employment and education Q4 after exit from the program.

Re-entry program enrollment has created and provided a form to funnel out to corrections to assist with enrollment. The initiative has been “kicking off” and they are expecting to see an increase in enrollments from that population. A lack of enrolling in Selective Service has been an issue and they are assisting clients with completing that. They are working closely with Trade and Economic Assistance DLW grant that Nebraska Department of Labor (NDOL) oversees, as well as TANF and JobCorp. There have been co-enrollments with all of these agencies.

Virtual YESS program (Youth WIOA Program) has met twice a month to provide virtual workshops. They have been very successful and have had up to 13 youths participate. This was an effort to ensure the youth clients stay engaged during the pandemic.

Work-based learning is a way to help individuals gain work experience and on-the-job training to meet long-term goals of fulltime employment. The last few pay periods have seen an increase with over 300 hours of work-based learning for clients. Eklund believes the numbers would be even higher but for some clients having to quarantine.

Eklund praised team members for great service that they have provided during the pandemic changes.

Members asked questions relating to challenges for clients who do not complete credentialing and about working more closely with the Board; staff provided additional information.

Update on Carry-in Funds

Dylan Wren, Mayor’s Office, reported that there will be an overall increase in funds. DLW funds will decrease. The budget will be submitted to the State for approval. Adult Program funds that have not been expended during the current year are more than 20% and could be requested back by the State. Typically a carry-in amount is limited to 20%. Wren showed the overhead staff costs, direct aid to customers amounts, pay for performance totals, and other budget categories. Youth Program budget has a high carry-in amount as well. He discussed enrollment goals and budget numbers. This was just for informative purposes and cannot be voted on due to lack of quorum.

Revision to Work-based Learning Policy

Rod Armstrong reported that language for the Greater Lincoln Workforce Board is inconsistent with both the United States Department of Labor and Nebraska Department of Labor language in regard to work experience, specifically relating to “hiring freezes”. The Board will need to hold a vote to change that language but cannot due to lack of quorum.

Monitoring Schedule for PY20

Shirley Carlson reported that the upcoming year needs to be updated and follow the same schedule as the State but a quarter sooner. This was just for informative purposes and cannot be voted on due to lack of quorum.

New Committee Formations

Tim Bornemeier reported that two new committees were recently formed. The first to oversee the AJC Certification; the second to find a new AJC location.

Julie Panko Haberman reported that the certification review team includes Jessica Bergmann, Travis Beck, Connie Daly, Cristina Thaut, and Ashley Krajewski. The team completed the review on May 28th and did find some deficiencies; 4 under effectiveness criteria, 2 under physical accessibility, 1 under programmatic accessibility, and 2 under continuous improvement. Due to these deficiencies, the committee suggests a conditional certification period with a second on-site evaluation within the first 60 days.

Carol Swigart reported that the committee for the relocation of the AJC has been formed. Last week they met with City procurement and Margaret Blatchford, City Law, to learn about the process and requirements for the new facility.

General Updates

Dylan reported updates on Strategic Initiative Committee developing a website. The committee has also been discussing partnering with UNL for continuing improvement in workforce development.

Without a quorum, there being no further discussion and no public comment Tim Bornemeier adjourned the meeting at 12:20 p.m.

Board Vacancies

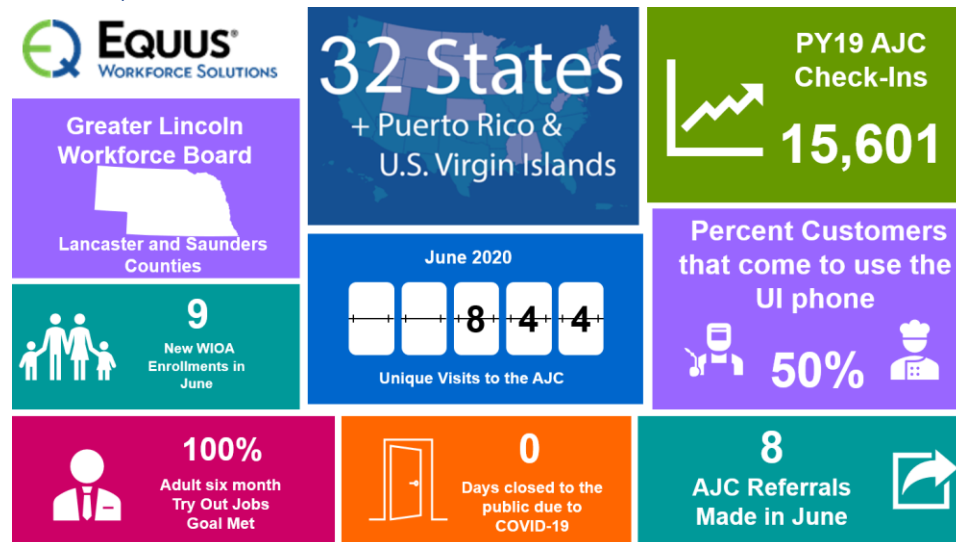
Workforce must make up 20% of the board; we currently have a 25% workforce representation. Debra Cremeens-Risinger's position will not be filled. The Mayor's Office is considering adding another member to the business category instead. Businesses must represent the majority of the board.

Travis Beck has accepted a new position at the Nebraska Department of Health and Human Services. He will no longer be able to serve on the board as a government representative. The Nebraska Department of Labor will nominate a replacement to the Mayor.

Operations Update & Year End Review

* All graphs for PY17 only include October 2017-June 2018

June Report



*9 new WIOA enrollments in June includes a customer that was enrolled in the Adult and the Dislocated Worker Program.

June 2020				
1,446 Check-Ins				
844 Different People Served				
46 People utilized the AJC for the first time.				
Parent Reason	Visit Reason	Individuals	Percent	
Initial Visit	First time visitor	46	1.71%	
Use of Resource Room Computers	Use of Resource Room Computers	1,377	51.23%	
Unemployment Insurance Claim	Initial Unemployment Insurance Claim	107	3.98%	
	Weekly Unemployment Insurance Claim	1,112	41.37%	
WIOA Services	WIOA Services/Equus	46	1.71%	
Total Visit Reason Count:		2,688	100.00%	
Grand Total Number of Individuals:		<u>1,446</u>		

June 2020 – American Job Center Unemployment Data Expanded

Nearly 100% of the current population utilizing the American Job Center are filing Unemployment Claims or using the Unemployment Phone.

50% of Customers come to utilize the UI phone, which is captured underneath the “Use of Resource Room Computers” data.

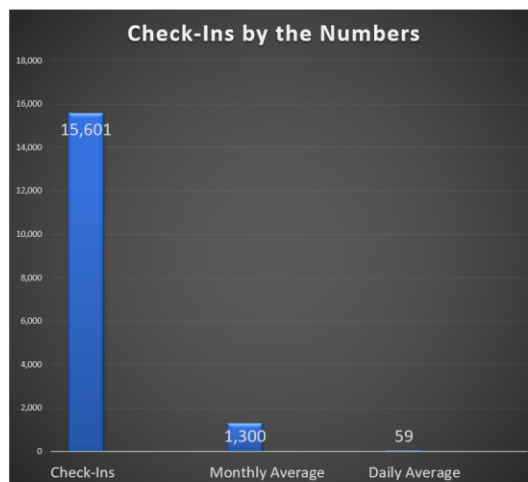
Unemployment Claimants do not currently have to apply for jobs AND we are rarely observing individuals applying for jobs currently.

AMERICAN JOB CENTER UI Data

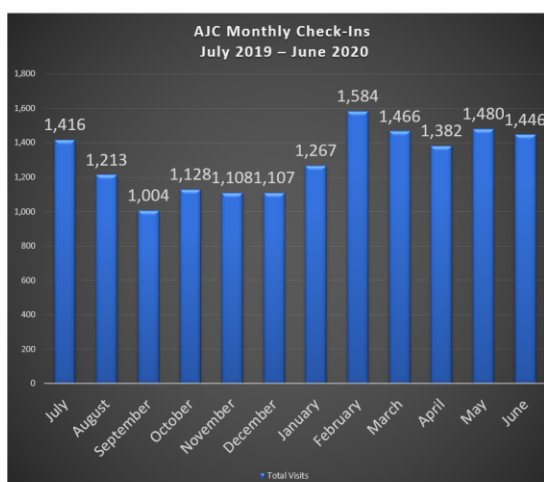
February 2020 Unemployment Claimants – 260
 March 2020 Unemployment Claimants – 548
 April 2020 Unemployment Claimants – 1,150
 May 2020 Unemployment Claimants – 1,237
 June 2020 Unemployment Claimants – 1,219

February 2020 – 557 phone calls
 March 2020 – 2,705 phone calls
 April 2020 – 5,373 phone calls
 May 2020 – 3,577 phone calls
 June 2020 – 2,997 phone calls

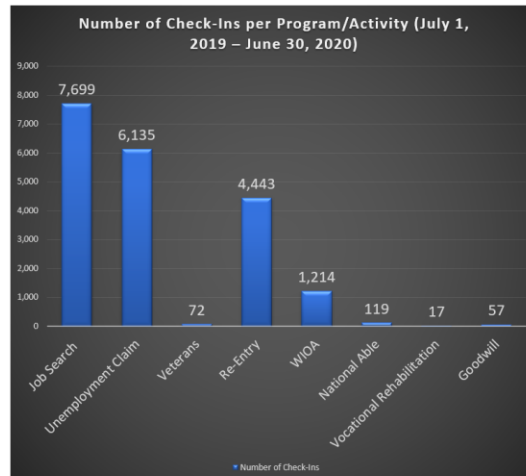
July 1, 2019 –
 June 30, 2020



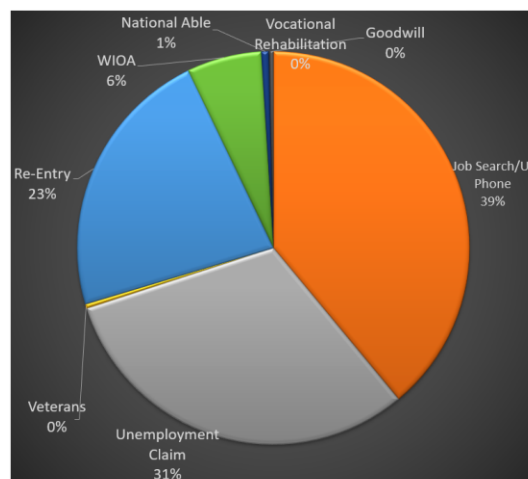
July 1, 2019 –
 June 30, 2020



July 1, 2019 –
June 30, 2020



July 1, 2019 –
June 30, 2020



June 2020 Referrals

American Job Center Staff made 8 referrals during the month of June. Note, this is a focus of the AJC moving forward. Referrals were made to:
5 to Wagner Peyser
3 to WIOA



June 2020 Events and Updates

June 29th – Partner Cross-Training, included presentations by:

- Community Action of Lancaster and Saunders Counties
- Asian Cultural Center
- CenterPointe
- Department of Health and Human Services (Medicaid & Economic Assistance Programs)

Multiple Dates – WIOA PD and OSO held several meetings with Equus projects to learn best practices in AJC ➔ WIOA referrals/processes. i.e. how to quickly and efficiently refer individuals to and enroll in WIOA.

June 24th – American Job Center staff joined Vocational Rehabilitation and Nebraska Commission for the Blind and Visually Impaired at CONNECT 2020. This event focused on jobs that allows individuals to work from home and also held workshops regarding effective resumes as well as “discussing disabilities during an interview.”

June 29th – OSO presented at National Association of Workforce Boards annual conference.



Moving Forward

July 14th – Drive Through Career Fair hosted at 3 different locations.

Intentional focus on referrals from the AJC to Partner Organizations AND tracking this data.

Weekly Cross-Training for AJC/WIOA staff.

Job Search requirements resume for individuals receiving UI Benefits the week of July 12th.

*This date is earlier than previously stated. Working quickly with partners to formulate plan to address this issue.

PARTNER UPDATES REGARDING COVID-19

Greater Lincoln Workforce Partners continue to operate virtually; however, Partner agencies are still accepting referrals. Title1B/WIOA and Nebraska Department of Labor are only Partner Agencies working from the American Job Center.

Customer Feedback Summary July 2019- June 2020

- 60 Surveys completed in June
- 24% of Customers are coming from the 68502 Zip Code.
- Professional greeting, available equipment/technology, and helpfulness of services were all rated very high.
- Barriers that customers indicated include:
 - 20% Computer Literacy
 - 13% Transportation
 - 12% Education
 - 30% Other (Largely related to business closures, furloughs, etc.)

Customer Feedback Summary

- Industry Interest by Customers include:
 - 28% Other (Data indicates that this was used if/when individuals planned to return to employer after COVID-19)
 - 15% Retail
 - 12% Food Service
 - 12% Transportation

Customer Feedback Action Steps

- Customer feedback from May and June indicated that the AJC needed to do a better job referring customers to appropriate resources/partners. As a follow-up, AJC staff have:
 - Learned/re-learned how to make referrals in NEWorks
 - Have been cross-trained in services offered by National Able and Community Action of Lancaster and Saunders Counties. *Weekly trainings regarding partner services are being held currently to drive referrals.
 - The OSO and WIOA PD have worked together to streamline referrals from the AJC to WIOA. Staff have been challenged to make referrals to WIOA beginning immediately.

Narrative

- Business Services Consultant:
 - WBL Participant Expenditures remained steady from May to June
 - Lost 7 work weeks – COVID related
 - 2 Participants discontinued due to finding unsubsidized employment
 - We are currently working to set up seven additional work-based learnings. I see our WBL participants continuing to trend upward.

Narrative Cont'd

- Short Term Training Focus
 - We continue to work with short term training providers on the ETPL to provide quick access to credentials and employment options.
 - IT
 - Healthcare
 - Business
- Virtual YESS Program Workshop
 - We are holding bi-monthly youth workshops, focusing on the 14 program elements, to keep our youth engaged during the Pandemic
 - Last month the YESS program held virtual Labor Market Information and Self Care/Stress Management workshops with a combined attendance of 16.

SUCCESS STORY

After being released from incarceration, single mother A.B. enrolled in the WIOA Program where she was able to earn her CDL. She obtained temp. employment driving forklifts, with aspirations to eventually drive truck for her company.

In the interim, she was recently hired as a City Bus Driver. A.B. loves her new job. She raves how much she appreciates the program assistance provided every time she speaks with Shawn Kean, the assisting Talent Development Specialist.

A.B. is now able to fully support her children and mother.

Great work Shawn!

Thank you!

American Job Center

Table 1: Customers, Activities, and Surveys

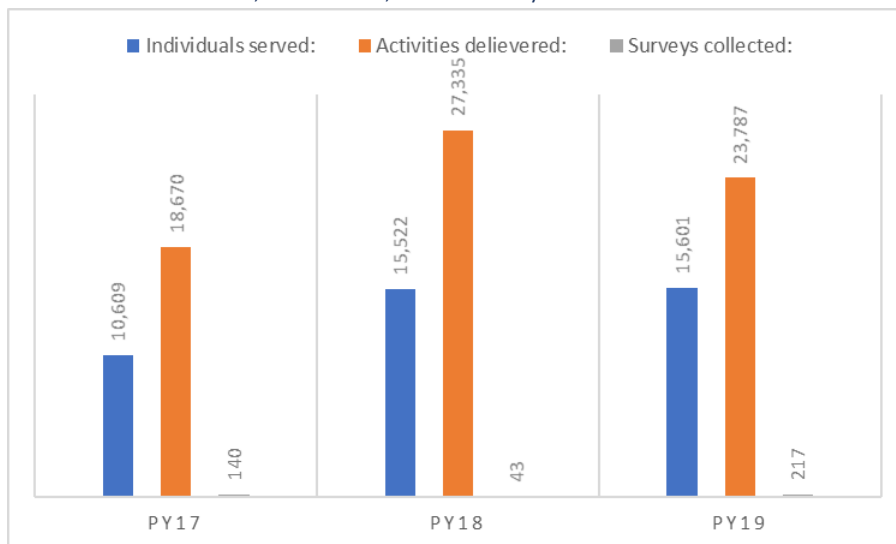
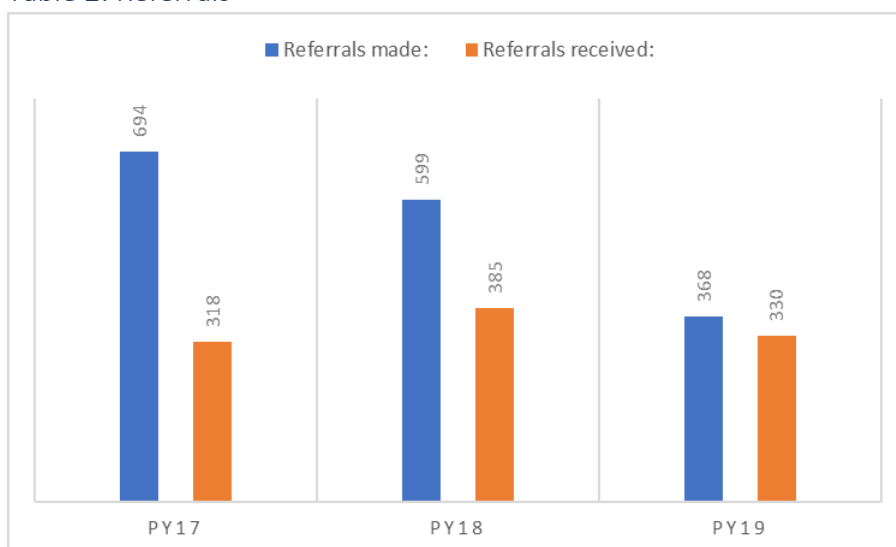


Table 2: Referrals



Title 1B Programs: Adult, Dislocated Worker, & Youth Programs

Table 3: Direct-aid percentage for all programs: June 2019 – May 2020

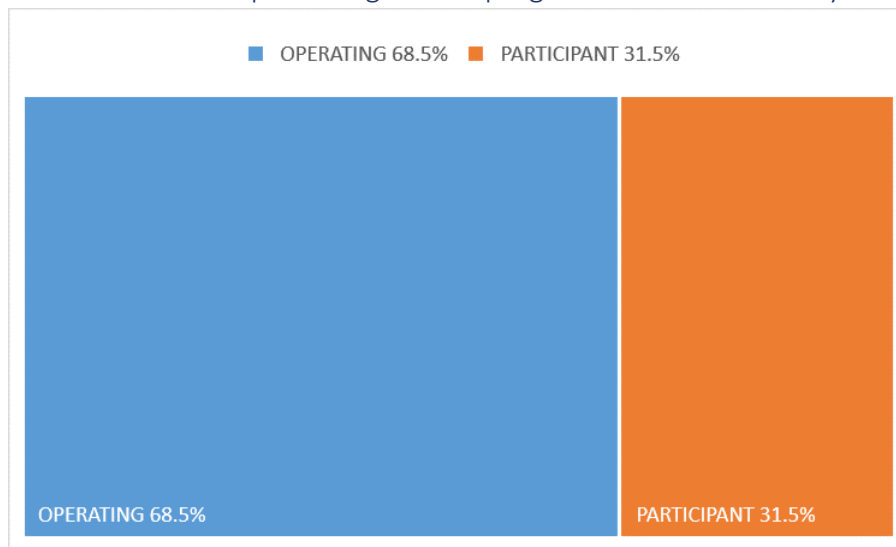


Table 4: Youth Program Enrollments, Exits, & Average Caseload

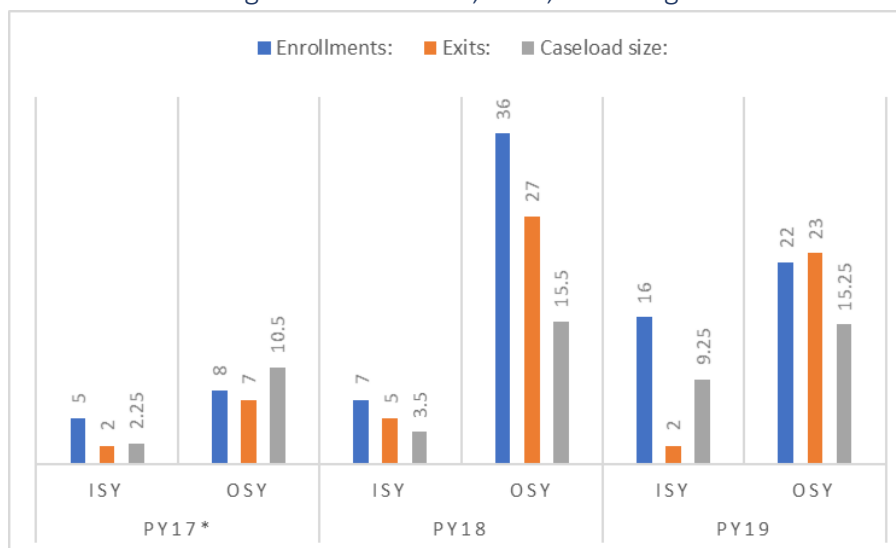


Table 5A: In-School Youth Expenditures

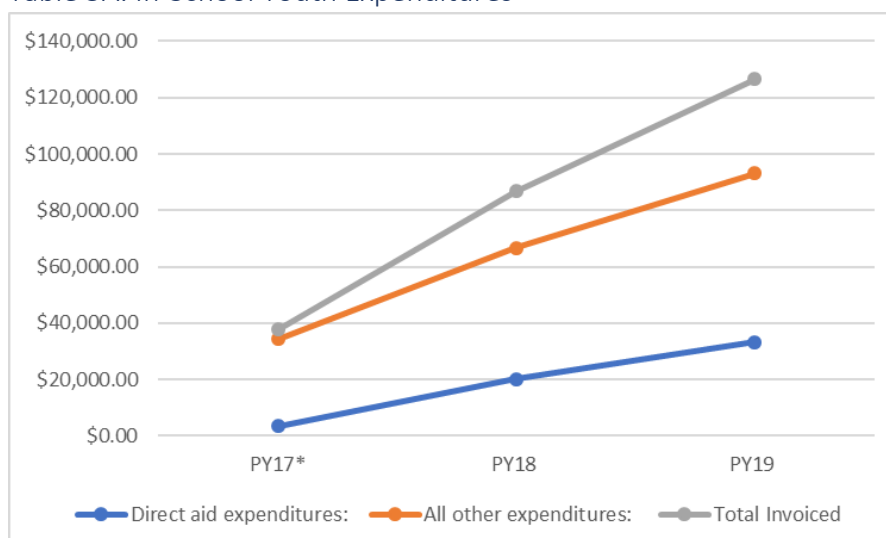


Table 5B

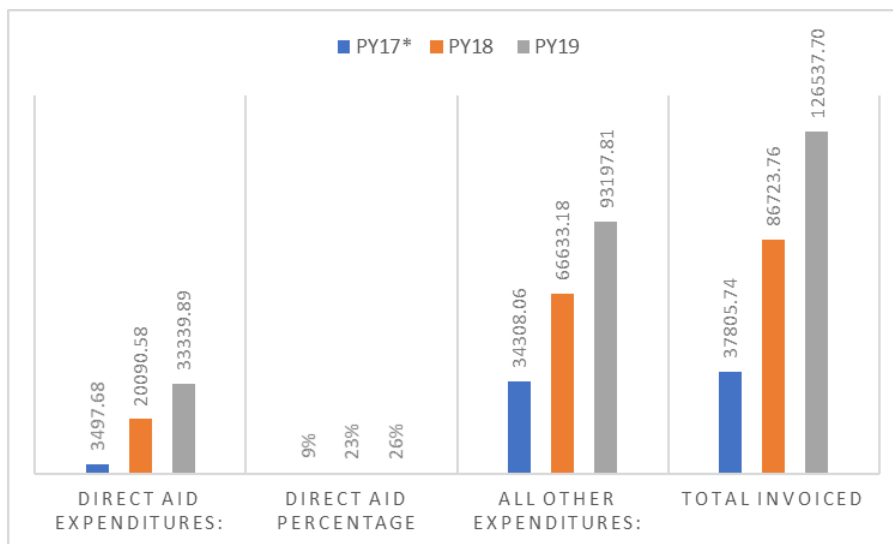


Table 5C

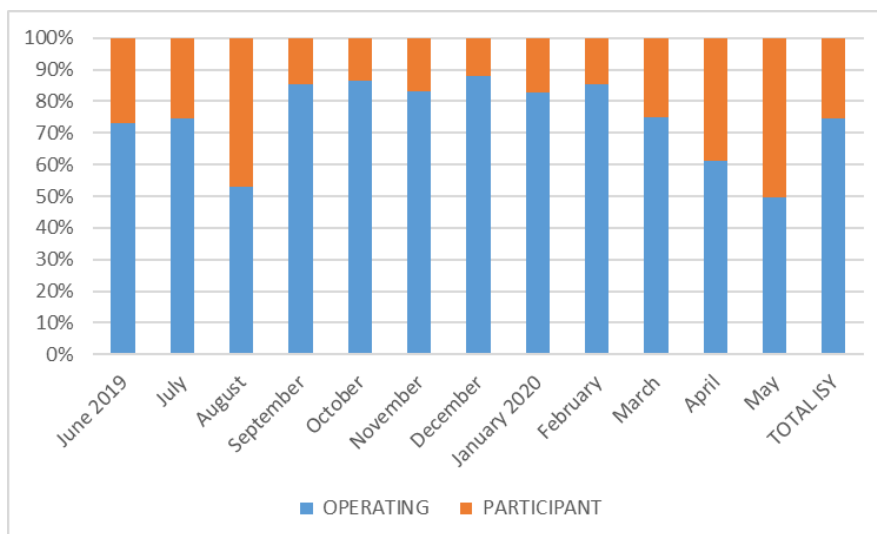


Table 6A: Out of School Youth Expenditures

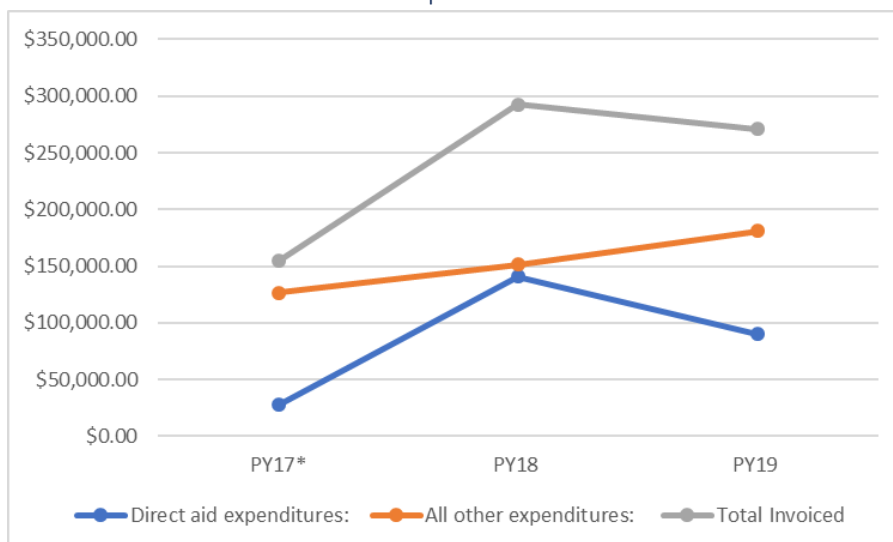


Table 6B

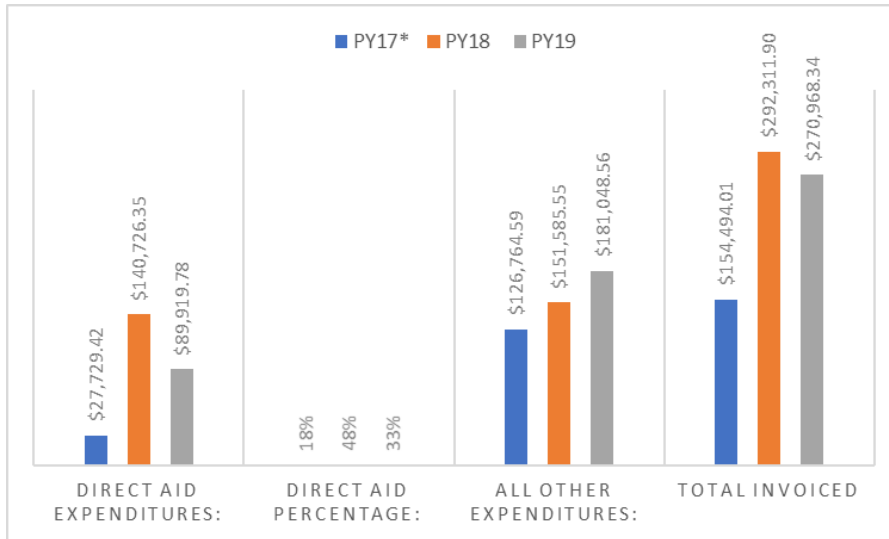


Table 6C

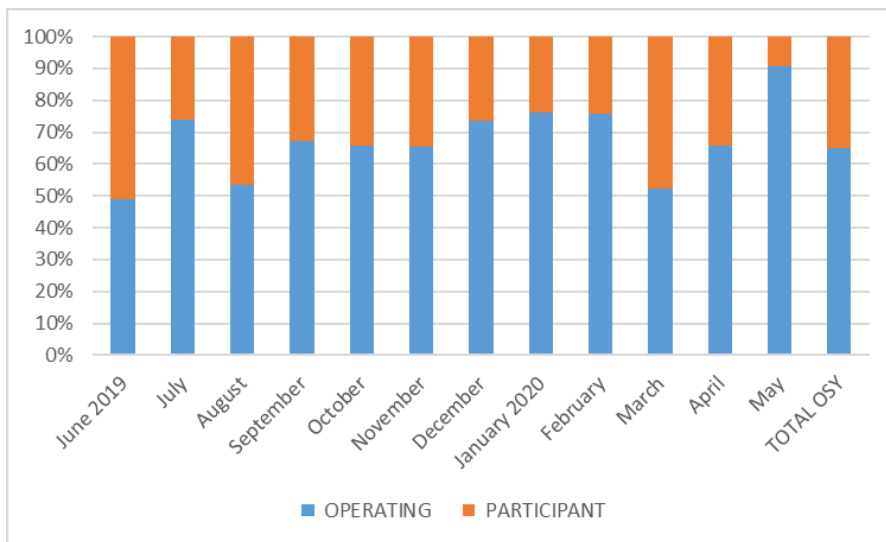


Table 7: Dislocated Worker Program Enrollments, Exits, & Average Caseload

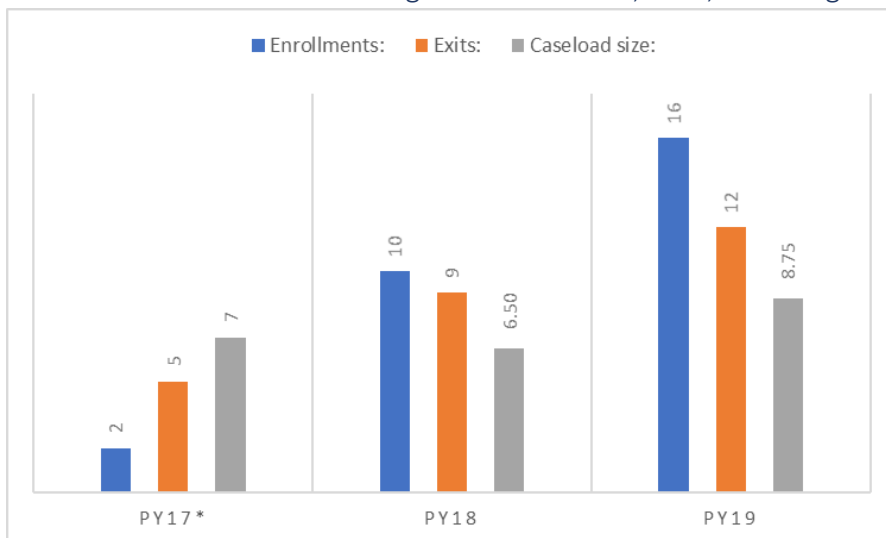


Table 8A: Dislocated Worker Program Expenditures

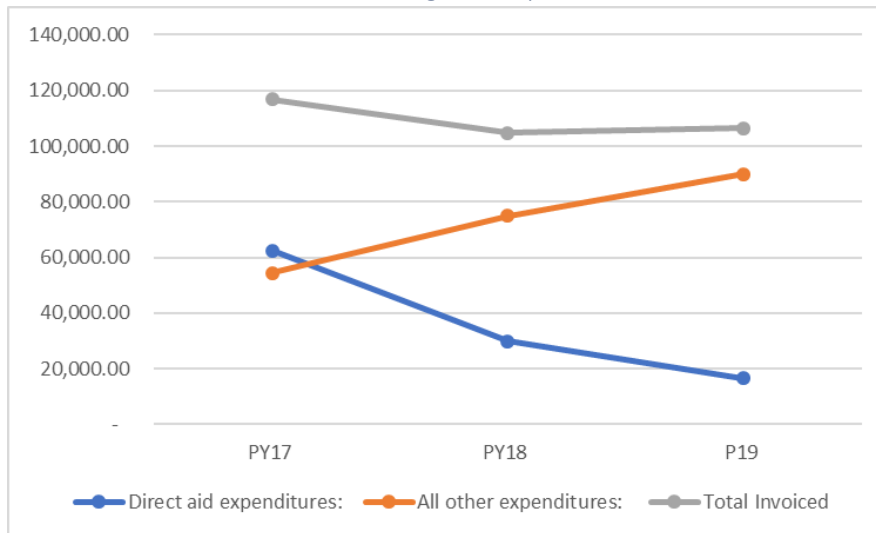


Table 8B

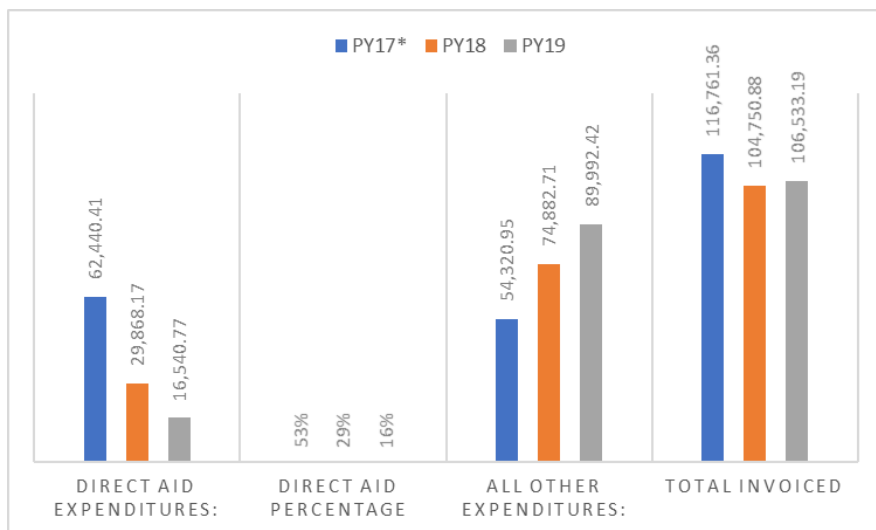


Table 8C

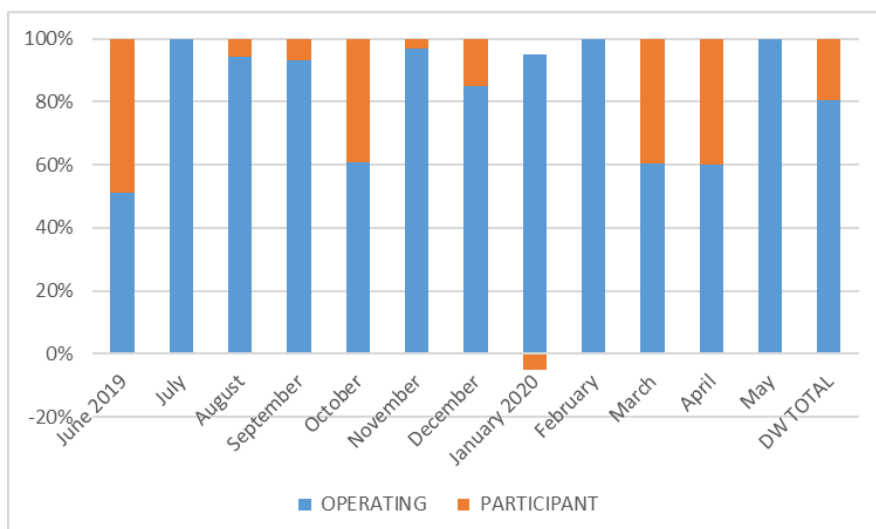


Table 9: Adult Program Enrollments, Exits, & Average Caseload

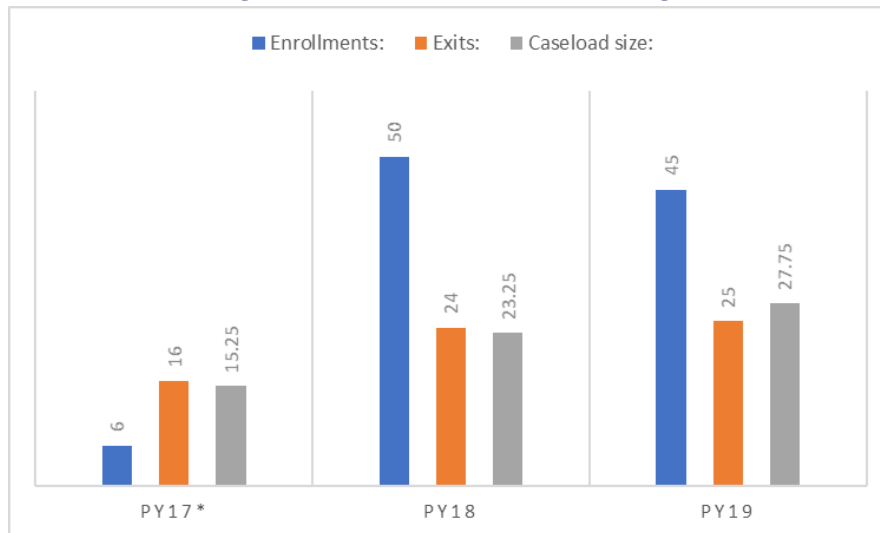


Table 10A: Adult Program Expenditures

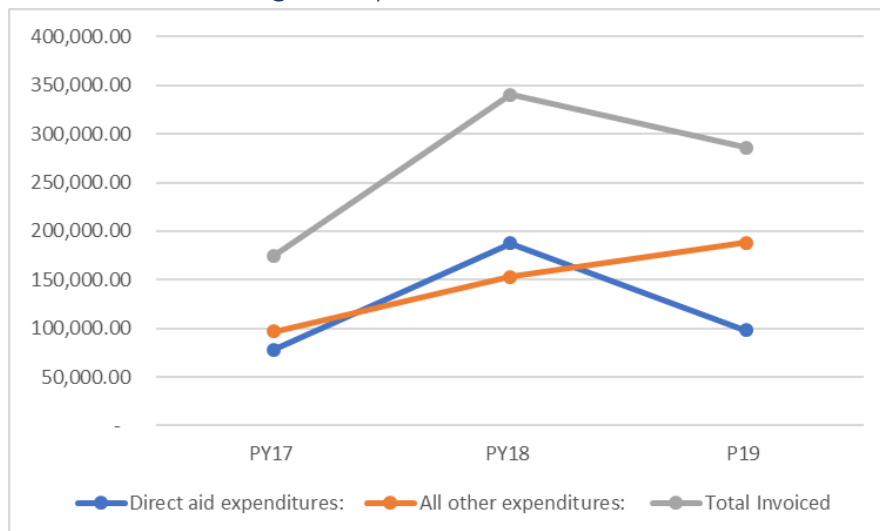


Table 10B

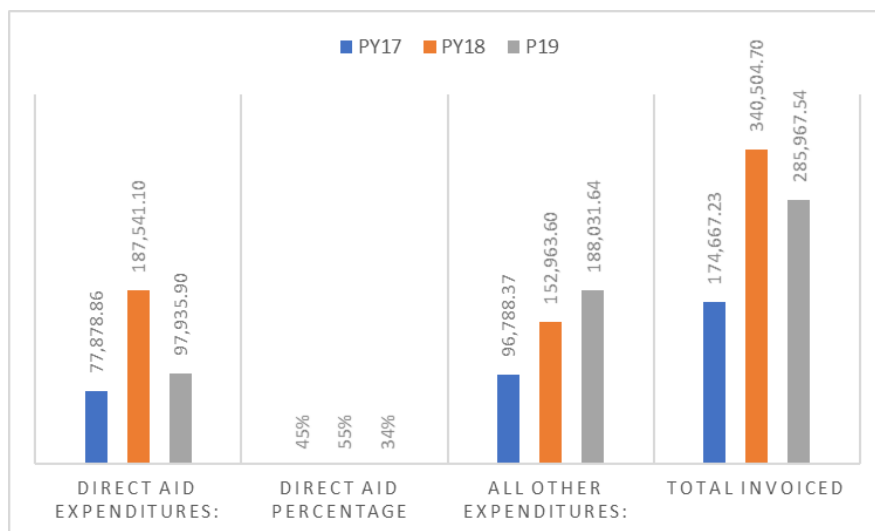
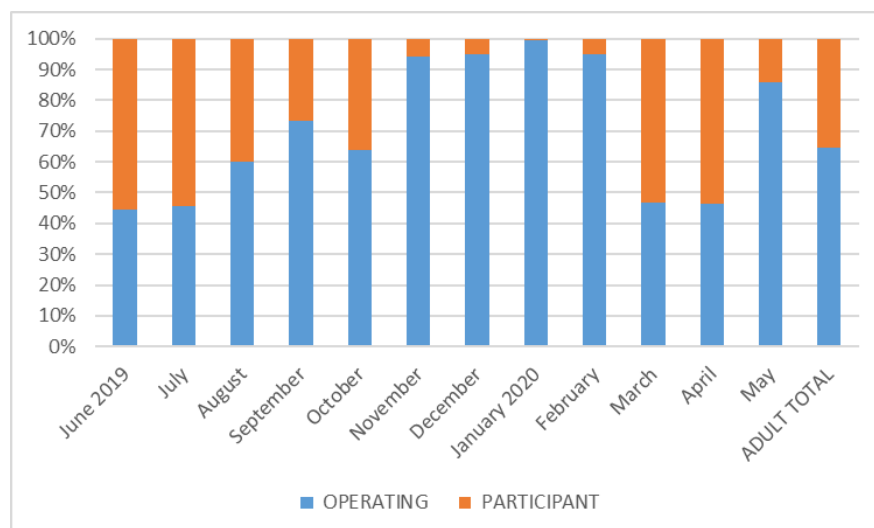


Table 10C



New Chairperson - Strategic Initiatives Committee*

Background: Ashley Krajewski is stepping down as the chairperson for the Strategic Initiatives Committee. [Board bylaws](#) establish standing or special committees to carry on the work of the board. Each committee must be chaired by a member of the local board.

It is proposed that the Greater Lincoln Workforce Development Board appoint _____ as the chair of the Strategic Initiatives Committee.

Vision initiatives*

We respect all work. The confidence and self-fulfillment that come with doing and earning creates dignity, purpose, and upward mobility. We measure success by our ability to help people find jobs and the quality of life those jobs offer. We want to help the employee, the employer, and the community thrive.

Supporting employers in expanding and supporting their workforce	<p>People are the most important part of any business, and businesses are the backbone of our communities. When people thrive in a job, we all succeed. Our goal is to support employers in expanding and supporting their workforce by:</p> <ul style="list-style-type: none"> • Understanding employers' workforce needs (now and in the future); • Preparing and connecting jobseekers with those needs; • Helping employers provide opportunities for employees to learn so they can <i>continue</i> to thrive and be agile in their jobs in an ever-shifting landscape. <p>OR</p> <p>We serve employers; this is our core business. We cannot help job seekers find employment if we do not first meet the needs of the employer. Businesses are the backbone of our communities—when they thrive, we all succeed.</p> <p>We must develop a culture of leading with jobs. Our days should start with checking new job postings. Our meetings with job seekers should be led with career opportunities. And our efforts to assist job seekers must result in a job.</p>
Empowering the jobseeker	<p>We help Nebraskans find jobs where they can thrive—stable, good-paying jobs with opportunities for advancement that empower them to realize their unique strengths and potential. We commit to being proactive, respectful, and innovative. We strive to make meaningful connections. We will:</p> <ul style="list-style-type: none"> • Create opportunity guides based on labor market information and future trend analysis. • Prepare jobseekers for the labor market by providing professional resume assistance, soft skills coaching, and mentoring.

	<ul style="list-style-type: none"> • Empower the jobseeker to uncover and realize their unique strengths and potential. We create the opportunity; unlocking that opportunity is on the jobseeker. • Communicate clearly (including menu of services & website redesign) and manage expectations.
Evidence-based strategies	<p>We pursue excellence by leading with vision and developing evidence-based strategies:</p> <ul style="list-style-type: none"> • Continuous improvement review for customer experience • Develop an opportunity guide to assist jobseekers and talent development specialists in identifying emerging jobs, in-demand jobs, and career ladders. • Identify WIOA activities that are creating positive performance outcomes and improve delivery of those that are not.
Financial education	<p>We help people earn and make money by helping them find employment. The guidance for managing that money is just as important for many of our customers and is often overlooked. We are committed to the complete wellbeing of our customers. We want them to thrive. We will strengthen our commitment to incorporating financial education into our service strategy. This will include creating a budget, managing debt, opening a bank account, and planning for the future.</p>
Active, intentional, and ongoing engagement	<p>Amidst an international pandemic, economic crisis, and social unrest, there are individuals that desperately need a job. We have a vital role to play. We cannot passively wait for these jobseekers to walk into our center. We must be active and intentional in reaching out to dislocated workers, low-income individuals, and diverse jobseekers. We can help jobseekers forge a path forward. We must get into the community and build stronger partnerships. We must meet people where they are. Our services are only impactful if individuals know they exist. Ongoing engagement is critical to ensuring we understand the evolving and emerging needs of jobseekers.</p>
Digital age	<p>We must improve our service strategy so that customers can access most services virtually. This will require redeveloping our website to be more intuitive; adding a chat function, scheduling assistant, and eligibility matrix; creating online resources; making our digital content accessible for visually impaired users and English language learners; making all assessments available online; using Zoom meetings; and creating direct linkages with our partners.</p>
Public observation & accountability	<p>Our work must stand proudly in the light of public observation and accountability. We are stewards of the American Job Center and the Title 1 Programs. It is our duty to maximize funding so that we can empower jobseekers and support businesses. This includes:</p> <ul style="list-style-type: none"> • Adhering to board-led monitoring schedule • Establishing PY20 budget and enrollment goals that are reconciled each month • Collecting workforce system performance outcomes quarterly • Calculating cost per customer and percent of funding used for direct aid monthly
American Job Center	<p>We offer a comprehensive array of services designed to match people with job and career opportunities. Our current center needs an overhaul. We want to create a vibrant gathering space, where jobseekers can explore careers, prepare for their next job, get job training if needed, and connect with career opportunities. This requires a stronger partnership with employers. We must invite and welcome employers to use our space. This means creating spaces for interviews and hiring events. We also want to create an inclusive and accessible place with opportunities for all. This means:</p> <ul style="list-style-type: none"> • Including assistive technology in the resource room, braille signage, accessible doors and parking. • Incorporating inclusive restroom design. • Providing a menu of services in English and Spanish, resources in languages that reflect our community, and hiring staff who can communicate in languages other than English. • Inviting companion programs to co-locate with us so we can leverage and coordinate resources to create better outcomes.



The Strategic Initiatives Committee proposes that the Greater Lincoln Workforce Development Board adopt vision initiatives as guiding principles.

Evaluation of Effectiveness and Continuous Improvement*

Background: The Board is required to evaluate the effectiveness of the American Job Center and WIOA Title 1B programs and develop continuous improvement plans as required by [20 CFR § 678.800 \(c\)](#), [34 CFR § 361.800](#), and [TEGL 16-16](#).

Request for Proposal: Evaluation of service delivery at the Lincoln American Job Center site including engagement with service provider staff, American Job Center network partners, job seekers, and employers to better understand what is working and what may need improvement. The Board must ensure that all customers receive services in an equitable, efficient, and meaningful manner. We desire to create a customer-centric service delivery strategy. As the labor market environment is rapidly evolving, we must step up and constantly look for new ways to innovate on behalf of the public. The Board may select one or more of the following services to aide in the continuous improvement process:

Secret Shopper

Evaluators called “secret shoppers” will be sent to the Lincoln American Job Center to evaluate service delivery of basic and individualized career services in the resource room, referral to WIOA Title 1B Programs, enrollment into a WIOA Title 1B program and creation of an Individualized Employment Plan or Individualized Service Strategy.

Evaluators will review the coordination of services to ensure that practices do not disincentivize providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services.

The vendor will coordinate visits of the secret shoppers at the Lincoln American Job Center, ensure consistency and accuracy of data collection, and coordinate activities with Board staff. All efforts pertaining to the “secret shopper” initiative must be completed confidentially without the awareness of the American Job Center team members involved in delivery of frontline services.

Vendor, with the assistance of Board staff, will develop seven different scenarios and an evaluation tool for secret shoppers at the Lincoln American Job Center. A minimum of 14 secret shoppers will participate in the assessment. Secret shoppers must represent a diverse cross section of our customers at the American Job Center, including homeless individual, at-risk youth, dislocated worker, person of color, English language learner, veteran, and person with a disability. Secret shoppers will be trained prior to conducting their assessment to ensure consistent use of the evaluation tool. A summary report of the secret shopper’s evaluation research including analysis of the evaluation information; summaries of site evaluations; and recommendations for improvements must be provided upon completion.

American Job Center Best Practices

Provide research and best practices for the operation of an American Job Center including: customer flow, referral processes, providing direct-linkage, layout of physical center, functional and formal leadership structures, and general integration of services. The research will provide an in-depth examination of programs and strategies on current and future workforce development needs. A full research report of best practices, an executive summary and one-page brief for distribution to the Board and American Job Center Network Partners will be provided upon completion.

Workforce System Focus Group

Conduct a short online survey to assess staff and partners' satisfaction and overall involvement with the American Job Center. In addition, the survey will be used to evaluate their overall interest and perceived challenges with meeting internal and external customer needs. Additionally, work with the leadership team to schedule a staff and partner focus group. Vendor will coordinate a time, provide invitation information and any other logistic details to schedule the focus group. The focus group will not exceed an hour. The purpose of the focus group session is to gain additional information on how the American Job Center can better meet the needs of staff, partners and stakeholders. A report will be created including summary of discussions, identification of common themes, and any recommendations.

Business Focus Group

Conduct a focus group of employers that have utilized services at the Lincoln American Job Center. Board staff will assist in identifying at least 20 employers to invite to the four focus group sessions. This focus group will be designed to collect feedback on business services.

A summary report of the focus group results including analysis of information; summaries of customer feedback; and recommendations for improvements must be provided upon completion.

Job Seeker Focus Group

Create a focus group of job seekers that have accessed multiple services at the Lincoln American Job Center. Board staff will assist in identifying at least 20 individuals to invite to the four focus group sessions. This focus group will be designed to collect feedback on services not evaluated in the secret shopper program and to evaluate program benefits and barriers for users that use the center repeatedly.

A summary report of the focus group results including analysis of information; summaries of customer feedback; and recommendations for improvements must be provided upon completion.

A copy of the full RFP was sent to the board on 7/23/2020.



The Strategic Initiatives Committee proposes that the Greater Lincoln Workforce Development Board release a Request for Proposal (RFP) for the Evaluation of effectiveness and continuous improvement of the American Job Center and WIOA Title 1B Programs.

A subcommittee will be established for evaluating proposals. It is proposed that the Greater Lincoln Workforce Development Board appoint _____ as the chair of the Effectiveness and Continuous Improvement Committee.

It is proposed that the following individuals: _____, _____, and _____ serve as members of the Effectiveness and Continuous Improvement Committee.

Draft timeline	
Action item	Date
Release RFP	August 7, 2020
Review proposals	September 10, 2020
Make recommendation to board	October 29, 2020
Implementation	Nov – Dec – Jan – Feb
Update board/ potentially submit report(s)	January 28, 2021

Website Redesign*

Background: The Board, American Job Center, and WIOA Title 1B program websites are in need a complete redesign: <https://www.lincoln.ne.gov/city/mayor/workforce/>. The redesign will create a virtual platform for the American Job Center and Title 1B programs to provide required services, as described in [TEGL 16-16](#) and [TEGL 19-16](#), respectively.

Request for Proposal: A copy of the full RFP was sent to the board on 7/23/2020.

OPTION 1

The Strategic Initiatives Committee proposes that the Greater Lincoln Workforce Development Board release a Request for Proposal (RFP) for the redevelopment of our website. This (will or will not) include the youth program site: <https://yesstosuccess.org/>. Modifications may be made to the RFP to clarify technical requirements.

A subcommittee will be established for evaluating proposals. It is proposed that the Greater Lincoln Workforce Development Board appoint _____ as the chair of the Website Redesign Committee.

It is proposed that the following individuals: _____, _____, and _____ serve as members of the Website Redesign Committee.

Draft timeline	
Action item	Date
Release RFP	August 7, 2020
Review proposals	September 10, 2020
Make recommendation to board	October 29, 2020
Implementation	Nov – Dec – Jan – Feb
Update board/ potentially submit report(s)	January 28, 2021

OPTION 2

It is proposed that the Greater Lincoln Workforce Development Board use sole-source procurement for the redevelopment of our website. This (will or will not) include the youth program site: <https://yesstosuccess.org/>

Monitoring Review*

Background: Each local board, in partnership with the CEO for the local area, must provide oversight and monitoring. Required oversight and monitoring activities for local boards and CEOs include:

1. Conducting oversight and monitoring of Youth, Adult, and Dislocated Worker program activities and the entire one-stop delivery system in the local area as described in 20 CFR § 679.370(i)(1);
2. Ensuring appropriate use and management of funds provided under WIOA Title IB for youth, adult, and dislocated worker activities and the one-stop delivery system in the local area as described in 20 CFR § 679.370(i)(2);
3. For workforce development activities, ensuring appropriate use, management, and investment of funds to maximize performance outcomes under WIOA Sec. 116 and 28 20 CFR § 679.370(i)(3);
4. Providing oversight and monitoring of local area operations and activities supported by WIOA Title IB funding as described in 2 CFR § 200.328.

Financial Review Report

Prepared by Shirley Carlson, Compliance Coordinator
July 2, 2020

On June 30, 2020, Tom Lannin, Fiscal Agent, and Shirley Carlson, Compliance Coordinator, met to review financial documentation for ledger items submitted for the February 2020 WIOA billing by ResCare Workforce Services. The assistance by ResCare staff in providing documentation was appreciated.

There were several areas of concern that arose from the review as well as findings regarding potential disallowed costs.

It was noted during the review that the invoices being submitted do not include a ledger breakout to identify specific expenses. It is recommended that this be required as part of the invoice submission. In addition, I recommend that monthly financial reviews be held to ensure that all costs are allowable and appropriate procedures are being followed for the payment of bills.

Finding #1

A bill was paid for participant [REDACTED] for rent for \$512.50. Documentation from the landlord states that only \$485 was due. However, per Terry Eklund, a decision was made to pay the amount of \$500 which would have been the following month's rent cost. The additional \$12.50 Terry thinks was due to a credit card service charge. (conversation with Terry Eklund on 7-2-20) Terry said there is no documentation to support the additional costs of \$15 and \$12.50. The concern is the lack of documentation, paying more than the required amount, and supporting an additional fee when this has not been required for other charge expenses. No Coordination of Assistance Form was included to show other resources were checked. If supporting documentation is not found, these are potential disallowed costs.

Finding #2

Car liability insurance was paid for participant [REDACTED] on 2-10-20. No documentation was found to support that the amount paid covered only liability insurance. No Coordination of Assistance Form was included to show other resources were checked. If no documentation found, this is a potential disallowed cost.

Finding #3

A class was paid for participant [REDACTED] for \$160. Documentation provided shows the class was from 1-14-20 to 3-19-20 but approval to attend the class was not given until 1-29-20, two weeks after the class started. There is no indication that pro-rating was done to exclude the first two weeks of class from the payment. Pro-rating would have resulted in \$124 being paid. Approving classes after a start date and prorating has been addressed in previous training by the Compliance Coordinator. If supporting documentation is not found, these are potential disallowed costs.

Finding #4

A WBL incentive for \$200 was paid to participant [REDACTED]. Per the incentive policy in effect at the time, the letter from the worksite must have the employee's name and signature and the dates that the work occurred. Neither of those were present in the letter attached to the payment authorization. If supporting documentation is not found, these are potential disallowed costs.

Finding #5

Rent payment for participant [REDACTED] does not have the actual rent amount on the lease copy to compare for amount paid of \$800. If supporting documentation is not found, these are potential disallowed costs.

Finding #6

Parking passes were issued to participant [REDACTED]. Copies show 57 parking passes for his work experience at the AJC but the billing shows a charge for 60 parking passes. (3 at \$1.25 = \$3.75) If supporting documentation is not found, these are potential disallowed costs.

Finding #7

Parking pass for participant [REDACTED] documentation states a parking pass was not signed and copied and so not available for verification. In addition, neither of the activity codes on the Service Authorization match activities in NEworks. If supporting documentation is not found, these are potential disallowed costs.

Finding #8

OJT for [REDACTED] does not contain a copy of the training plan as required by GL and ResCare policy to go with each request for reimbursement. If supporting documentation is not found, these are all potential disallowed costs.

Finding #9

A book was purchased for participant [REDACTED] for a driver's education class as a supportive service. There was no documentation supporting the requirement for the book, no activity code assigned and no Coordination of Assistance Form found. If supporting documentation is not found, these are potential disallowed costs.

Finding #10

The Service Authorization for uniforms (\$171.54) and shoes (\$64.19) for participant [REDACTED] does not have an activity code or reason for the purchase and no documentation showing that the items are required for school and/or work. There was also no Coordination of Assistance Form to show other resources were checked. If supporting documentation is not found, these are all potential disallowed costs.

Finding #11

The Work Experience time sheets, Agreements and NEworks Activities did not match for participants [REDACTED] and [REDACTED]. [REDACTED] has an agreement signed June 2019 for 500 hours but no actual start date. Activity 400 was opened 6-28-19 and closed on 8-30-19 and a new activity opened on 9-1-19 to go to 9-1-20 (a full year) but no new agreement found. Hours submitted were for February. Three of four of [REDACTED]'s time sheets do not have the evaluation section completed. This is also a case where the agreement does not match the ongoing hours. i.e. one activity was closed and another opened but no new agreement. I am also concerned that the Project Director, Terry Eklund, approved the Work Experience, is the supervisor for this participant and signs the time sheets and is the approver for payment. When Terry and I had discussed having participants work at the AJC, I was specific in stating that someone else would need to be the supervisor. Although Andy Huls is also on the time sheet, I found in ECM that Terry has signed for this participant.

Finding #12

Discussion was held on a travel reimbursement requests during the previous financial review. The ResCare policy requires the submission of an expense reimbursement form and this needs to be completed and submitted with the bills. This was not found for travel by Andy Huls and Terry Eklund to the ResCare Conference held in Louisville. In addition, Terry and Andy are both listed on the ledger but it is not clear what expenses and time frame are being covered. The invoice shows charges for mileage and parking at O'Hare but no explanation of what that is tied to.

There is also a mileage reimbursement for Andy Huls to attend the Greater Nebraska (GN) Board meeting on 1-30-20. This is under travel reimbursement and not under mileage reimbursement. There is also no explanation as to why Andy attended the GN meeting.

Finding #13

Under supplies, there is a purchase of a book for Terry Eklund. The book is "Discover Your True North" for \$20.58. There is no explanation for this purchase. It is questioned as a supply cost and whether it should have been approved for purchase as a professional development or training cost. If supporting documentation is not found, these are all potential disallowed costs.

Finding #14

It does not appear that the accounting representative for ResCare, Lori Loseke, has been receiving adequate documentation to make payments for the bills submitted through the GL WIOA program. Discussion was held on this issue last year as a quality control issue, as a concern for checks and balances, and to avoid disallowed costs through a State or Federal review. ResCare responded that bills are reviewed by the case managers, Quality Assurance and Project Director and that this would be adequate to ensure that all documentation was present to allow for payment. This was the

process in place at the time of the first review when numerous issues were found but the GLWDB agreed to accept staying with the process as they were assured issues would not continue. However, the process still does not appear to be adequate. Consideration for additional training for the accounting representative is recommended along with regular monthly financial reviews by the GL Fiscal Agent.

Area of Concern #1: The timeliness of payments is a concern. There were several instances wherein the payments in February were for services or actions from November and December. Ex. WBL Incentive payment letter is dated 11-14-19; OJT reimbursement to employer are from November and December, time sheets for Damoude from November, etc.

Area of Concern #2: OJT for participant [REDACTED] was written for part-time employment at \$9.50 per hour from July 19, 2019 through January 16, 2020 as a Donation Clerk. Participant appears to work 15 or fewer hours per week. This is usually work that is done as a work experience. There is concern on the length of time allowed for this type of OJT as well as continuing to do this type of work as an OJT.

Area of Concern #3: There were numerous items on the ledger that did not identify the participants and so made it very difficult to match the dollar amounts to the documentation. In particular, Work Experience was grouped together rather than identifying the individual participants.

Area of Concern #4: Several work experience time sheets had line-outs that were not initialed and dated and others where the time was written over. Please remind all staff, quality control, and managers that this is not acceptable.

Area of Concern #5: For the Driver's Education class for participant [REDACTED], the activity identified was 429 Enrolled in Secondary Education. The Driver's Education does not apply to that activity. This is usually viewed as a Leadership activity.

Area of Concern #6: The time sheet dated 11-18-19 to 11-22-19 for participant [REDACTED] has time in and time out for four hours of work. Written on the sheet, it states that those hours were not paid. There is no other explanation. Why were these hours not paid?

Area of Concern #7: For payroll, wages were documented on the ledger. Copies of the time sheets for the payroll periods were requested and provided; however, some were signed and some were not. Discussion was held on how time is allocated. Per Lori Loseke, Michelle Olson's time is based on the number of participants in each program area. This is reviewed monthly. The Youth based their time on actual time spent with Out-of-School Youth (OSY) and In-School Youth (ISY) and the Adult/Dislocated Worker staff divide their time between these programs. Scott shared that he has monitored phone costs, utilities, rent, etc. based on the allocation provided by ResCare but has not checked staff time sheets. These do need to be watched and staff need to be careful to charge their time based on how much time is spent with each type of client, if that is their allocation method. Tom, does any of this still apply?

Area of Concern #8: Parking passes were provided to Jeremiah Kroll for subbing for Terry Eklund at the AJC while Terry attended the ResCare Conference. This is a concern from a management standpoint.

Area of Concern #9: Staff mileage reimbursement was submitted for Nicole Sittner, Erica Shane, and Jordan Hoff. There was limited documentation provided on the reason for the travel or whether it was for In-School Youth, Out-of-School Youth or both. Mileage logs need to be completed fully and support activity under WIOA. The line on the form that says to fill in for address, location or reason should be changed to say "and" instead of "or" as all of the information is pertinent to the travel. This is the second time the mileage reimbursement review has been an issue. Action is needed to ensure this does not become systemic and change to a Finding.

The Compliance and Accountability Committee recommends:

1. Equus will have 15 business days from the provision of this report to respond to these findings with additional documentation. If information is not received within

that time frame that supports removing the cost or allowing for more time to provide documentation, then the cost will be disallowed and appropriate correction to the ledger entries will be needed.

2. A corrective action plan must be submitted within 15 business days from the provision of this report that addresses the repeated mishandling of payments.
3. Equus will participate in monthly review of payments conducted by the fiscal agent and compliance coordinator until further notice.
4. All invoices being submitted must include a ledger breakout to identify specific expenses.

It is proposed that the Greater Lincoln Workforce Development Board enact the above recommendations.

*A memo from the Compliance and Accountability Committee Chair will be issued if approved to establish the provision date and further instructions.

Corrective Action Plan*

Performance Goals. The Provider shall meet or exceed 80% of each performance measure goal. If the Provider fails to meet 80% of a goal as measured by four quarters, a corrective action plan must be submitted to the Board within 30 days of receipt of the performance report. Effective January 1, 2020 the Provider shall meet or exceed 50% of any individual local area single indicator score and 90% of the overall local area single program score or overall local-area single indicator score. If the Provider fails to meet 90% of a goal as measured by rolling four quarters for the Program year or fails to meet 50% of a single performance measure, a corrective action plan must be submitted to the Board within 30 days receipt of the performance report.

PY19 Q3	Goal	4 Quarters – Actual Performance	% Of Goal
Adult Employment Rate (Q4)	79%	65%	82.9%
Youth Employment, Education or Training Placement Rate (Q4)	77%	64.3%	83.5%
Youth Credential Rate	68%	20%	29.4%
Youth Aggregate Score			68.2%

Enrollments. Provider was expected to produce a total of 150 enrollments for both Out of School Youth services and In School Youth services. The parties agreed that total enrollment was defined as existing (carryover) enrollments and new enrollments and includes individuals in follow up services.

	Carry-in from PY18	New Enrollments in PY19	Follow-ups for PY19
In-School Youth (ISY)	8	16	40 total for ISY & OSY
Out-of School Youth (OSY)	30	22	
Total Carry-in, new enrollments and follow-up:	116; Goal Not Met		

Areas of Concern
1. Outreach Plan for Youth
2. Outreach Plan for Dislocated Workers
3. Enrollment Goals for Youth, Adult & Dislocated Workers
4. Training Plan for Current Staff
5. Training Plan for New Staff
6. Completion of Updated Operations Manual for the Youth Program
7. Completion of Updated Operations Manual for the Adult-Dislocated Worker Program
8. Review and Update of the Operations Manual for the One-Stop Operation
9. Development of an AJC Orientation Video
12. Priority of Service Reporting



The Compliance and Accountability Committee recommends:

1. Equus will have 15 business days from the provision of this report to submit a corrective action plan for achieving enrollment goals and proactively working towards positive outcomes for customers.

It is proposed that the Greater Lincoln Workforce Development Board enact the above recommendation.

***A memo from the Compliance and Accountability Committee Chair will be issued if approved to establish the provision date and further instructions.**

Service Provider Contracts*

Background: The current service agreements expired June 30, 2020. The below agreements need renewed effective July 1, 2020. A letter of intent to contract was issued on June 26, 2020 to continue service provision.

Calculating Funding Amounts

	Adult	DW	Youth			Total
PY20/FY21	\$443,280.00	\$278,069.00	\$645,974.00			\$1,367,323.00
Admin (10%)	\$44,328.00	\$27,806.90	\$64,597.40			\$136,732.30
(-) 20% PY21 Carry-in	\$8,865.60	\$5,561.38	\$12,919.48			\$27,346.46
PY20 available funds	\$35,462.40	\$22,245.52	\$51,677.92			\$109,385.84
Program Funds (90%)	\$398,952.00	\$250,262.10	\$581,376.60			\$1,230,590.70
(-) 20% PY21 Carry-in	\$79,790.40	\$50,052.42	\$116,275.32	ISY	OSY	\$246,118.14
PY20 available funds	\$319,161.60	\$200,209.68	\$465,101.28	\$116,275.32	\$348,825.96	\$984,472.56
PY19/FY20 Program Carry-in	\$180,347.14	\$184,528.65	\$224,711.67	\$56,177.92	\$168,533.75	\$589,587.46
PY19/FY20 Admin Carry-in	\$35,824.21	\$27,778.56	\$52,747.96	\$13,186.99	\$39,560.97	\$116,350.73
Total Program Funds for PY20 w/carry-in	\$499,508.74	\$384,738.33	\$689,812.95	\$172,453.24	\$517,359.71	\$1,574,060.02
PY20 Expenditures	Adult	DW		ISY	OSY	Total
OSO	\$41,207.18	\$16,269.12		\$16,981.63	\$44,294.75	\$118,752.67
Resource Room	\$39,969.75	\$15,780.57		\$16,471.69	\$42,964.61	\$115,186.61
Moving	\$34,700.00	\$13,700.00		\$14,300.00	\$37,300.00	\$100,000.00
UNL Study	\$8,675.00	\$3,425.00		\$3,575.00	\$9,325.00	\$25,000.00
Website	\$11,104.00	\$4,384.00		\$4,576.00	\$11,936.00	\$32,000.00
Seat Two	\$24,290.00	\$9,590.00		\$10,010.00	\$26,110.00	\$70,000.00
Rent	\$20,431.36	\$8,066.56		\$8,419.84	\$21,962.24	\$58,880.00
Total	\$180,377.29	\$71,215.24		\$74,334.16	\$193,892.59	\$519,819.28
Reimbursement - Resource Room Rent	\$7,287.60	\$2,877.24		\$3,003.25	\$7,833.64	\$21,001.72
Reimbursement - Resource Room	\$28,994.52	\$11,447.40		\$11,948.75	\$31,167.02	\$83,557.70
Available for service provider	\$348,125.97	\$324,970.49		\$110,067.83	\$354,634.14	\$1,137,798.44
Amount for direct aid (51%)	\$177,544.25	\$165,734.95		\$56,134.59	\$180,863.41	\$580,277.20
Performance Incentive	\$12,766.46	\$8,008.39		\$4,651.01	\$13,953.04	\$39,378.90
Available for staff, in-direct, & overhead	\$157,815.26	\$151,227.15		\$49,282.22	\$159,817.69	\$518,142.33

- The cost allocation methodology for splitting resource room and one stop operator costs is based on program expenditures in PY19 Q3 & Q4. This methodology is also applied to PY20 expenditures.
- Performance incentive is 4% of the PY20/FY21 allocation. Carry-in is not included as it was calculated in the prior performance incentive.
- Reimbursement for resource room & resource room rent are costs that are allocated in the PY20 expenditures but will be funded by the system so there is a credit given back to the programs.

One Stop Operator

Compensation. The City agrees to pay Provider for the services set forth in Attachment AA, @ an estimated sum not to exceed Two Hundred Thirty Three Thousand and Nine Hundred Thirty Nine and 28/100 Dollars. (\$233,939.28). \$115,186.61 is designated for the operation of the resource room including two Resource Navigators. It is estimated that one Resource Navigator and resource room expenses will be funded through funding agreements with the American Job Center Network Partners. The parties understand that at the time of execution of renewal of July 1, 2020, funding amounts for the renewal period of July 1, 2020 through June 30, 2021 are estimated amounts and subject to change based on the final funding allocations from the State of Nebraska. Any change in funding amounts upon issuance of a final funding allocation will be approved by all parties through a written amendment to the renewal agreement and such amendments may require a change in the OSO compensation amount. Said payments for OSO services shall be made on a cost reimbursement basis pursuant to WIOA federal and state policy and in accordance with the OSO Budget. Said sum is comprised of federal money from the WIOA youth, adult and dislocated worker grants.

Performance Goals. The Provider shall assist partners in meeting or exceeding 100% of the aggregate score of applicable performance measure goals provided by WIOA, the state of Nebraska or the local GLWDB relating to service coordination by the workforce delivery system and performance levels of WIOA partners. The provider must:

1. Ensure that access to one-stop partners programs and activities are available in the American Job Center as described in 20 CFR 678.305(d) and that services are coordinated among partner programs as described in TEGL 16-16, Attachment II: Coordination with Partner Programs.
2. Collect one-stop partner's performance on a quarterly basis as described in Nebraska Department for Labor's Performance Accountability, Change 2 Policy.
3. Record activities delivered in the American Job Center's resource room;
4. Conduct monthly partner meetings;
5. Track referrals to and from the American Job Center;
6. Collect partners performance on a quarterly basis;
7. Maintain an operations manual for the American Job Center, including priority of service, dress code, emergency procedures, collection of customer satisfaction, social media and press release management, direct linkage procedures for each partner etc.;
8. Ensure that customer satisfaction surveys are collected and analyzed, and information shared with partners and the Board to develop continuous improvement;
9. Create a menu of services for the American Job Center; and
10. Identify eligibility requirements for each partner to support the development of an interactive eligibility matrix.
11. Represent the local area in regional planning activities in Southeast Nebraska.

The GLWDB requires that the One-Stop Operator directly supervise the Resource Navigators in an effort to streamline operations and to separate Title 1 operations from the overall operation of the American Job Center.

Performance Incentive Funds. The Provider will have the opportunity to earn performance incentive funds. These funds are estimated and identified in the operations budget as performance incentive under miscellaneous operating expenses of which there is \$4,000.00 identified for the One Stop Operator Services. Any change in funding amounts upon issuance of a final funding allocation will be approved by all parties through a written amendment to the renewal agreements and thus the parties understand there may be a resulting change to the performance incentive fund amount for the OSO Agreement which may require an amendment. Attachment B, provided and incorporated herein as a part of this Agreement, identifies the performance measure goals for the One Stop Operator. These goals are measured quarterly, and performance incentive funds will be earned and paid twice per year based on the standards detailed therein for One Stop Operator Services.

American Job Center Branding. All staff that are funded by this contract must operate solely under the American Job Center brand. This includes email signature blocks, name tags, printed materials, online materials, and presentations.

Adult and Dislocated Worker Programs

Compensation. The parties understand that at the time of execution of renewal of July 1, 2020, funding amounts for the renewal period of July 1, 2020 through June 30, 2021 are estimated amounts and subject to change based on the final funding allocations from the State of Nebraska. Any change in funding amounts upon issuance of a final funding allocation will be approved by all parties through a written amendment to the renewal agreement. The City agrees to pay Provider for the services set forth in Attachment AA, @ an estimated sum not to exceed six hundred seventy-three thousand and ninety six dollars and twenty four cents (\$673,096.47). Said sum is comprised of the estimated amounts of \$348,125.97 for Adult Services and \$324,970.49 for Dislocated Worker Services. Said estimated funds includes estimated carryover funds. Carry-in funds may be reduced by the Nebraska Department of Labor, should the 20% rule be applied. For Adult Services, first quarter available base funds for July 1, 2020 through September 30, 2020 are estimated at \$74,004. For Dislocated Worker Services, first quarter available base funds for July 1, 2020 through September 30, 2020 are estimated at \$50,778. The parties understand that funding is estimated on both amount and availability. If base allocation funds are not available, the parties understand that the City will notify the Provider as soon as practicable of the unavailability and Provider must wait for reimbursement until funds are available. Payments for services shall be made on a cost reimbursement basis pursuant to WIOA federal and state policy and in accordance with the Adult and Dislocated Worker Budget. The majority of the program funding (minimum 51%) should go to direct participant costs versus staff cost.

Performance Goals. The Provider shall meet or exceed 65% of any single individual indicator and 90% of each performance measure goal. If the Provider fails to meet 90% of a goal as measured by four quarters or fails to meet 65% of a single performance measure, a corrective action plan must be submitted to the Board within 30 days receipt of the performance report. The Adult and Dislocated Worker goals for PY 2020 are as follows:

Adult	PY 2020
Employment Q2 after exit	78.0%
Employment Q4 after exit	78.55%
Median earnings Q2 after exit	\$6,000.00
Credential Attainment Rate	56.0%
Measurable Skills Gains	41.08%
Dislocated Worker	PY 2020
Employment Q2 after exit	86.470%
Employment Q4 after exit	85.95%
Median earnings Q2 after exit	\$7,500.00
Credential Attainment Rate	51.76%
Measurable Skills Gains	45%

The Business Services Coordinator will support these performance goals by conducting outreach to employers to promote work-based learning opportunities. There is a direct correlation between this position and the number of Transitional Jobs and On-the-job Training contacts. Work-based learning outcomes and outreach to employers shall be included in the monthly WIOA report.

American Job Center Branding. All staff that are funded by this contract must operate solely under the American Job Center brand. This includes email signature blocks, name tags, printed materials, online materials, and presentations.

Enrollments. Provider is expected to produce a total enrollment of 115 enrollments for Adult services and 105 enrollments for Dislocated Worker services. The parties agree that total enrollment is defined as existing (carryover) enrollments and new enrollments. This does not include individuals in follow up services. The parties acknowledge the NDOL Performance Accountability policy relating to co-enrollment of program participants and the Provider agrees to abide by and implement state policies. The parties acknowledge the goal for average caseload below as follows:

Program Area Average Active Caseload size per TDS (Talent Development Specialist)

Adult/DW 80-100

Youth Program

Compensation. The parties understand that at the time of execution of renewal of July 1, 2020, funding amounts for the renewal period of July 1, 2020 through June 30, 2021 are estimated amounts and subject to change based on the final funding allocations from the State of Nebraska. Any change in funding amounts upon issuance of a final funding allocation will be approved by all parties through a written amendment to the renewal agreement. The City agrees to pay Provider for the services set forth in Attachment AA, @ an estimated sum not to exceed Five Hundred Eighty Nine Thousand and Five Hundred Dollars and No Cents (\$464,701.97). Said sum is an estimated sum comprised of \$110,067.83 for In School Youth Services and \$354,634.14 for Out of School Youth Services. Said estimated funds includes estimated carryover funds. Carry-in funds may be reduced by the Nebraska Department of Labor, should the 20% rule be applied. Payments for services shall be made on a cost reimbursement basis pursuant to WIOA federal and state policy and in accordance with the In School Youth and Out of School Youth budget.

Enrollments. Provider is expected to produce a total enrollment of 135 enrollments for both Out of School Youth services and In School Youth services. The parties agree that total enrollment is defined as existing (carryover) enrollments and new enrollments and does not include individuals in follow up services. The parties acknowledge the goal for average caseload for a Talent Development Specialist (TDS) as follows:

Program Area New Enrollments Average Active Caseload/TDS

Youth 72 60-70

Performance Goals. The Provider shall meet or exceed 65% of any individual local area single indicator score and 90% of the overall local area single program score or overall local-area single indicator score. If the Provider fails to meet 90% of a goal as measured by rolling four quarters for the Program year or fails to meet 65% of a single performance measure, a corrective action plan must be submitted to the Board within 30 days receipt of the performance report. The Youth goals for PY 2019 are as follows:

Youth	PY 2020
Employment Q2 after exit	71.71%
Employment Q4 after exit	68.67.0%
Median earnings Q2 after exit	\$3,545.00
Credential Attainment Rate	54.82.0%
Measurable Skills Gains	42.80%

The Business Services Coordinator and Youth Outreach Specialist will support these performance goals by conducting outreach to employers to promote work-based learning opportunities. There is a direct correlation between this position and the number of Work Experiences and On-the-job Training contacts. Work-based learning outcomes and outreach to employers shall be included in the monthly WIOA report. The Youth Outreach Specialist must document specific outreach activities and results. It is critical that this position actively recruit eligible youth to increase enrollment numbers.



The Compliance and Accountability Committee proposes that the Greater Lincoln Workforce Development Board extend the service provider contracts for the One Stop Operator, Adult and Dislocated Worker Programs, and Youth Program for Program Year 2020. Minor modifications may be made to the contracts that do not affect the dollar amounts with the authorization of the board chairperson.

Funding Agreements*

Background: Under the local funding mechanism, the local board, CEO, and one-stop partner agree to amounts and methods of calculating amounts the partner will contribute for funding of infrastructure and additional costs of one-stop delivery system operations.

A budget for Program Year 2020 has been created to reflected infrastructure costs. Amounts are more than last year due to the laptops and the significant increase in supplies for disinfectants and other COVID-19 related supplies.

Draft Budget #1 – July 20, 2020

Proposed Budget for July 1, 2019 through June 30, 2021

Infrastructure Costs

Lease cost for public common space-SCC Lease with City of Lincoln

Lease rate of \$13.50/SF for 07-01-2020 through 06-30-2021 paid by City of Lincoln

Front desk, Resource Room and two conference rooms equal 1203.97 SF

Add Training/Meeting room in office suite at 255.04 SF

One cubicle space in office suite converted to assistive technology station at 104.2 SF

Total Public Space is 1563.21 SF	\$21,103.34
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Fax	\$900.00
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Office Supplies	\$8,652.00
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Telecommunications	\$3,834.00
Phone and Internet	

Laptops (10)	\$11,660.00
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SUBTOTAL	\$46,149.34
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Career Services & System Costs

Resource Room Staff	\$39,497.57
One FTE Navigator/Training Engagement Specialist	

SUBTOTAL	\$39,497.57
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TOTAL	\$85,646.91
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The one-stop partner's proportionate share of funding will be calculated on customers served in the workforce development area (Lancaster and Saunders Counties) including services provided in the Lincoln American Job Center and all other service delivery access points.

The One Stop Operator will collect customers served and other performance metrics on a quarterly basis.

The one-stop partner's share will be reviewed every six months and reconciled against actual costs incurred and adjusted to ensure that actual costs charged to the partner are proportionate to the partner program's use of the one-stop center and relative benefit received.



It is proposed that the Greater Lincoln Workforce Development Board authorize the following board members _____ and _____ to negotiate funding agreements with one stop partners.

Draft timeline	
Action item	Date
Negotiate with one stop partners individually	August
Establish consensus	September
Make recommendation to board	October 29, 2020
Implement agreements	November

American Job Center Relocation*

Below is a list of activities this committee has conduct this month.

Site Visits	Date
220 S 17 th (former DHHS Building)	July 16
1330 N Street (former Eagle Printing/ Parking Garage)	July 16
1800 O Street (former Duteau Chevrolet Building)	July 8
5201 R Street (former call center)	July 8

AJC Virtual Tours	Date
Heartland Workforce Solutions (Omaha)	July 10
NCWorks Career Center (Raleigh)	July 22
IowaWorks (Burlington)	July 23

Meeting	Date
Partner Forum	July 28

A month-to-month lease agreement has been negotiated with Southeast Community College.

Nebraska Department of Labor requires a five month notice so that a secure network can be establish at the new location.

The following partners plan to establish offices in the new location:

- Nebraska Department of Labor including TRADE, Reemployment, Employment Services, Unemployment Insurance Benefits, and Veterans Program
- City of Lincoln/ Equus – Adult, Dislocated Worker, and Youth Programs

- Southeast Community College's Adult Education Program
- Temporary Assistance for Needy Families (TANF) including Equus's Employment First Program and Department of Health and Human Services case managers
- National Able
- Proteus
- Nebraska VR

Partners that will be represented via direct linkage include:

- Community Action Partnership of Lancaster and Saunders Counties
- Lincoln Housing Authority
- Southeast Community College – Carl Perkins
- Ponca Tribe
- Nebraska Commission for the Blind and Visually Impaired

It is estimated that 10,000 – 12,000 square feet will be required.

TYPE – OFFICE, STORAGE, ETC	QTY	SF	TOTAL SF
Nebraska Department of Labor			
Private Offices 10x15	1	150	150
Open Staff offices (8X8 cubicles)	10	64	640
Phone Closet 7x9	1	63	63
Server/Data Room 10x10	1	100	100
Copier/Work Area 10x10	1	100	100
File/Supply Room	1	200	200
Total		677	1253
City of Lincoln including service provider			
Private Offices 10x15	3	150	450
Open Staff offices (8X8 cubicles)	15	64	960
Phone Closet 7x9	1	63	63
File/Supply Room	1	200	200
Copier/Work Area 10x10	1	100	100
Server/Data Room 10x10	1	100	100
Total		677	1873
Partner Staff			
TANF (8X8 cubicles)	2	64	128
Nebraska VR (8X8 cubicles)	1	64	64
Adult Education (8X8 cubicles)	1	64	64
National Able (8X8 cubicles)	1	64	64
Proteus (8X8 cubicles)	1	64	64
Total		320	384
Common Area (Shared Cost)			
Clerical/Reception	1	285	285
Conference Room	1	2142	2142
Conference Room	1	428	428
Interview Room	1	428	428
Waiting Room	1	857	857
Mail Room	1	428	428
Break Room/Vending	1	642	642
Mother's Room	1	285	285
Women's Restroom	1	200	200
Men's Restroom	1	200	200
Resource Room	1	1000	1000
Total		6895	6895
Grand Total			10405



The American Job Center Relocation Committee proposes that the Greater Lincoln Workforce Development Board authorize this committee to work with the City of Lincoln's Purchasing Agent to either release a request for information (RFI) or request for proposal (RFP) to identify suitable sites for the new center.

Draft timeline	
Action item	Date
Release RFP or RFI	August 14, 2020
Review proposals	October 5, 2020
Make recommendation to board	October 29, 2020

Upcoming Meetings

All meetings will be posted on our webpage:

<https://www.lincoln.ne.gov/city/mayor/workforce/>, under Meeting Dates and Locations.

Date	Meeting	Location
October 15, 2020 at 9:00	Compliance & Accountability Committee	Zoom
October 15, 2020 at 10:30	Strategic Initiatives Committee	Zoom
October 29, 2020 at 8:30	Board	TBD, in person
January 14, 2021 at 9:00	Compliance & Accountability Committee	Zoom
January 14, 2021 at 10:30	Strategic Initiatives Committee	Zoom
January 28, 2021 at 8:30	Board	TBD, in person
April 15, 2021 at 9:00	Compliance & Accountability Committee	Zoom
April 15, 2021 at 10:30	Strategic Initiatives Committee	Zoom
April 29, 2021 at 8:30	Board	TBD, in person